

**FY 09 SMART Plan
Planning Example**

Agency:	Licensing Engineers and Land Surveyors Board					
Mission:	To protect the public by helping to safeguard life, health and property, and to promote the public welfare by providing for the licensing and regulation of persons in the practices of engineering and surveying. (Code Sec 34-11-30 et seq.) (Governor's Priorities 1, 5).					
Workloads			*FY07	*FY08	*FY09	
WL1	Number of licensees		13450	14000	14500	
WL2	Number of complaints		75	80	90	
WL3	Number of applications for comity licensure		900	900	900	
WL4	Number of applications for exams		600	700	725	
Goal 1 (Regulation)	FY Strategies	FY Objectives	Unit(s) of Measure	*FY07	*FY08	*FY09
By 2011, be able to completely investigate and resolve 75% of the complaints against licensees within six months.	Use hearing officers to hear disciplinary cases with the Board making the final decision on the case.	(Quality) Increase the percent of complaints resolved within 6 months.	% of complaints resolved within 6 months	60%	65%	70%
	Train newly hired investigator.	(Quality) Maintain the percent of complaints resulting in disciplinary action.	% of complaints resulting in disciplinary action	3%	3%	3%
	Expand the use of Board sub-committees.	(Quality) Reduce the recidivism rate of licensees receiving disciplinary action.	% of offenders who have committed an offense in past 3yrs	3%	3%	2.5%
Critical Issues		Category	Critical Issues Strategies			
Administrative rule change to change the hearing process used. Establish Rules to use hearing officers to hear the disciplinary cases.		State Administrative Policy/Procedure	Update the Administrative Rules to allow hearing officers to hear the disciplinary cases.			

Function: *Licensing and Regulatory*

Goal 2 (Licensing)	FY Strategies	FY Objectives	Unit(s) of Measure	*FY07	*FY08	*FY09
Process applications for licensure and renewal within 5 days of receipt by 2010.	Create an integrated licensure database system.	(Efficiency) Process all requests within 5 days of receipt.	% of request processed in timeframe	75%	80%	90%
	Develop automated report tied to the licensure system.	(Quality) Decrease the number of licensees with a history of non-compliance.	Percent of licensees with no recent violations	98%	98%	99%
	Hire necessary personnel.	(Quality) Maintain time average time for license renewals at 5 days.	Average time (days) for individual license renewal issuance	3	3	3
		(Efficiency) Cost per licensee.	Total Budget / # of licensees	\$88	\$100	\$106

**Example Only: May not represent current plan for Licensing Engineers and Land Surveyors Board*